

EloView™
Guidelines for *Enterprise* Users



Introduction

EloView is a powerful device and content management tool designed to help maintain an organization's fleet of Android based Elo systems. Enterprise users oversee large numbers of devices with many different settings, schedules, content, and other complexities. This document will provide the information needed to address many of these to help ensure the best experience possible.

The information in this document will be updated as needed to reflect the most recent EloView updates, features, and processes related to Enterprise users. The Knowledge Base link below will always contain the latest revision of this document.

[EloView Guidelines for Enterprise Users](#)

Account Creation

Partner with your organization's IT department to create a generic email address to be used as the account admin *prior* to creating your Primary EloView Account.

Example: eloviewadmin@yourcompany.com

By using a generic email address, your organization will be able to easily transfer account management to another user when there are future organization changes.

If you would like to change your EloView account admin to a generic email address, please notify our support team at support@eloview.com

For more information about EloView account creation, click [HERE](#).

Device Licenses

A license is required for each device managed within EloView. Each account can support up to 30,000 devices.

You can monitor your device licenses under 'Accounts→Account Settings' within the EloView portal. When approaching the account license limit, notify support@elotouch.com and allow enough time to take any required actions to address.

These options include removing unused devices, implementing Sub-Accounts, or creating a Secondary Parent Account.

Sub-Accounts

If your organization requires more than 30,000 licenses, we recommend implementing the use of Sub-Accounts. Sub-Accounts are EloView accounts that fall 'under' an organization's Primary Account. Licenses can be 'passed down' to the Sub-Account as needed.

There is no option to merge devices, content, or settings from one account to another. Devices must be removed from the original account, and then registered within the Sub-Account. Content and Settings must be managed and configured for each account independently.

Sub-Account benefits:

- Existing Primary Account users can access Sub-Accounts without needing to create new user accounts
- Admins can easily monitor and manage licenses for both accounts
- Single location to manage users
- Simple process to 'jump' from Parent to Sub-Account

For more information about Sub-Accounts, click [HERE](#).

Secondary Parent Accounts

Another option for addressing the need for more than 30,000 licenses is to create a Secondary Parent Account. To create a Secondary Parent Account, sign up with an email address that is not registered in EloView to create a new account.

There is no option to merge devices, content, or settings from one account to another. Devices must be removed from the original account, and then registered within the new account. Content and settings must be managed and configured for each account independently.

We recommend using Sub-Accounts if the requirement to create new accounts with additional email addresses is not a viable solution.

Content Size

Users can upload individual content up to 500MB in size to the EloView App Library. If your organization needs to upload content packages greater than 500MB, please contact support@eloview.com for assistance.

For more information on uploading content to EloView, click [HERE](#).

Deployment Size

Limit all content deployments to no more than **5,000** devices per action. This guideline must be followed regardless of the content type or size.

Using Filters or Groups (temporary or permanent) to break out batch sizes can help provide a smooth deployment process while ensuring this guideline is followed.

For more information on how to use Filters, click [HERE](#).

For more information on how to use Groups, click [HERE](#).

Deployment Process Timing

When deploying content to a large number of devices, allow 5 minutes between each action. If Scheduled Content is being used, allow 5 minutes between each published schedule. Separate each schedule's start time by a minimum of 5 minutes.

For more information on how to use Scheduled Content, click [HERE](#).

OS Updates

Applying the latest EloView device version will ensure the most recent bug fixes and CVEs are included in your production environment. We recommend testing, qualifying, and deploying the most recent EloView versions as frequently as possible.

For more information on how to update the OS on EloView devices, click [HERE](#).

OS Update Batch Size

EloView OS updates must be applied in batches containing **5,000** devices or fewer. We recommend using Groups or Filters for batch operations.

For information on how to use Device Filters, click [HERE](#).

For information on how to use Device Groups, click [HERE](#).

Account-Wide Settings Changes

Changes made under 'Account→Account Settings' within the EloView portal are immediately pushed to all devices in the account. We recommend that any Account Settings changes be made during EloView's non-peak hours. Non-peak

times include the hours between 11pm and 5am – preferably on weekends. Also, please allow 5 minutes between each account-wide settings change.

Please notify support@eloview.com when account-wide settings changes are scheduled to be implemented.

For more information on Account Settings, click [HERE](#).

Simultaneous Browser Sessions

Users should not use two different machines or browsers simultaneously to perform bulk operations of any kind. Please follow previous guidelines that include a 5-minute gap between each bulk operation.

Notify Elo of Bulk Operations

When bulk operations (including account-wide settings changes) are planned, notify support@eloview.com. Provide your intended action, the quantity of devices involved, and the date/time of your planned bulk operation. We will monitor on the backend to help ensure a smooth operation as needed.

Monitoring Activity Logs

We recommend reviewing account and device Activity Logs after any bulk operation. This includes OS updates, content deployments, and account-wide device changes.

If any issues are noted, please share with support@eloview.com. Our team will verify any discrepancies and provide possible solutions.

For more information on Account Activity Logs, click [HERE](#).

User Roles

It is best practice to set user permissions based upon their role within the organization and the minimum access required for their function. EloView 'User Roles' allow an admin to create unique roles and assign permissions based upon the rights required. Each user can then be assigned the proper role as needed.

EloView offers three pre-defined roles for simplified use that include:

- Admin
- Registered User
- Viewer

For more information about User Roles, click [HERE](#).

Reset Exception Setting

Many APKs rely upon local data or configuration information that resides on the device. By default, this data is lost during an Enterprise Reset. Using the Reset Exception feature ensures that this cached application data is retained after an Enterprise Reset and ensures your applications continue to run properly. We recommend all enterprise customers enable this feature. Please make sure your devices are running the latest release of EloView to allow the Reset Exception feature to work appropriately.

For more information about the Reset Exception feature, click [HERE](#).

Batch Approvals

To help ensure there are no accidental large batch deployments, we recommend implementing Batch Approvals for your users. This feature is designed to allow admins to limit the quantity of devices a user can perform batch processes on with any single operation. This will ensure that large batch operations are approved and allowed.

For more information about Batch Approvals, click [HERE](#).

Automating via API Implementation

If your organization intends to automate any aspect of EloView through the use of Elo's APIs, please share your plan with support@eloview.com. We will work with you on guidelines and best practices.

For more information about EloView's available APIs, click [HERE](#).

Performance Best Practices

The below guidelines will improve the overall user experience:

- After logging in, users should wait until all devices have finished loading before taking any actions.
- When possible, users should navigate the portal through the site's navigation links (not browser navigation buttons) and avoid refreshing when possible.
- Once users submit an operation from within the portal, they should wait for confirmation messages before moving to the next action.
- Users should click Submit/Confirm/Apply etc., only once.

Reporting Possible Bugs / Additional Assistance

When a possible EloView bug has been identified, users can submit a report using the Software Bug Reporting Form located [HERE](#).

A bug is defined as any aspect of the software that is not functioning as intended.

Also, we offer a comprehensive Knowledge Base of solutions and answers that can be accessed by clicking the 'Support' tab at <https://elotouch.com>.

For a direct link to our Support Site, click [HERE](#).

If you need additional assistance, contact the EloView Technical Support team at support@eloview.com and provide the following information:

1. The name of your organization
2. Your contact information
3. The admin email address for EloView
4. If device related, provide serial numbers
5. Details around your question or issue